GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:5161
ANSWERED ON:05.04.2017
Rail Ticket Reservation System
Lakhanpal Shri Raghav

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has introduced changes in railway reservation system;

(b) if so, the details thereof and the objectives behind this step;

(c) whether the Government has lifted the restrictions on giving tickets for short distance journey in Sleeper and AC coaches of long distance trains; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (d) : A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF THE UNSTARRED QUESTION NO. 5161 BY SHRI RAGHAV LAKHANPAL TO BE ANSWERED IN LOK SABHA ON 05.04.2017 REGARDING RAIL TICKET RESERVATION SYSTEM

(a) & (b): With a view to facilitating passengers in getting reserved accommodation, optimal utilisation of available accommodation and also to increase transparency in the computerised Passenger Reservation System (PRS) on Indian Railways, changes are made from time to time based on the feedback. Some of the changes made in recent past are as under:

i. Automatic preparation of reservation charts at least 4 hours before scheduled departure of train and thereafter booking of available accommodation through internet as well as through PRS counters.

ii. Revision of Refund Rules by notifying revised Railway Passengers Cancellation of Ticket and Refund of Fare Rules, 2015.

iii. Provision for transferring the vacant accommodation available at the time of preparation of second reservation chart to the next remote location for booking.

iv. Dissemination of information to passenger through SMS about change in passenger's reservation status from waiting list to RAC or waiting list/RAC to confirmed or in case of cancellation of trains.

v. Provision for granting automatic refund for e-tickets in case of cancellation of the trains.

vi. Facilitating passengers holding confirmed/RAC/waitlisted PRS counter tickets to cancel the tickets within the permitted time limit under Railway Passengers Cancellation of Ticket and Refund of Fare Rules, 2015, through Indian Railway Catering and Tourism Corporation (IRCTC) website (www.irctc.co.in) or through 139. The permissible refundable amount can be collected on surrendering original PRS counter tickets within the prescribed time limit.

vii. Giving facility to waitlisted passengers of a train to give option under "VIKALP" scheme for shifting to alternate train of any category on the same route without realisation of any difference of fare or grant of refund thereon.

(c) & (d): Zonal Railways have been advised to withdraw the distance restriction in reserved class of Mail Express Trains and to book reserved tickets as per defined pooled quota / remote location quotas etc. No change has, however, been made in case of unreserved second class where Zonal Railways shall continue to take decision on this account keeping in view the demand pattern.

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